

Joint Legislative Justice Systems Appropriations Subcommittee

Iowa Telecommunications and
Technology Commission

February 5, 2003

John Gillispie – Executive Director



The ICN is

A state agency that

- Administers and operates a 3,700 mile statewide fiber optic network
- Offers value added advanced telecommunications services to a customer base defined by law
- Has a virtual presence in over 760 classrooms throughout the state



Who Governs the Network?

- The Iowa Telecommunications and Technology Commission
- Independent Commission
- Five members – Appointed by the Governor – plus Auditor as ex-officio



Who can use the ICN?

- Education
- Government
- Justice
- Medical
- Homeland Security

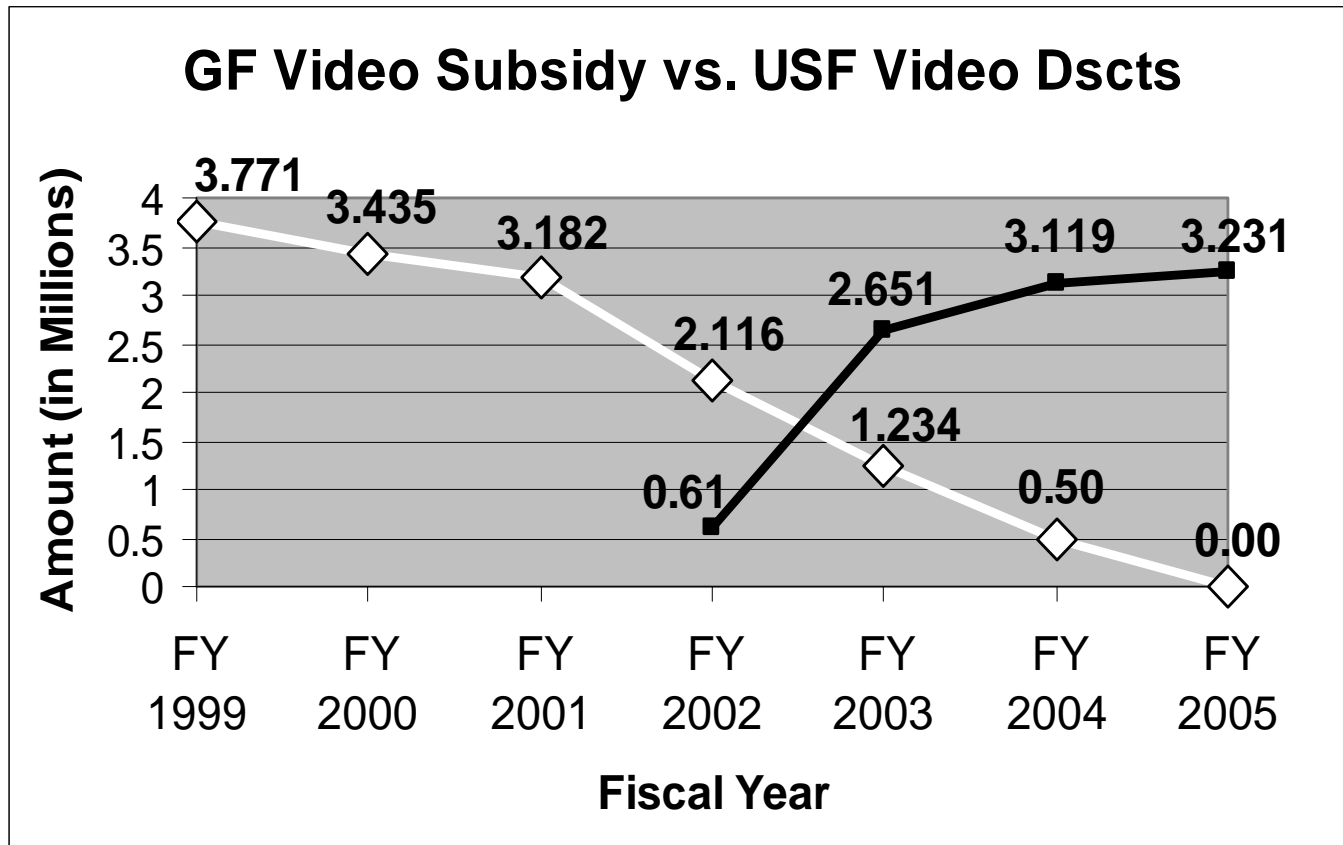


Value-Added Services Offered

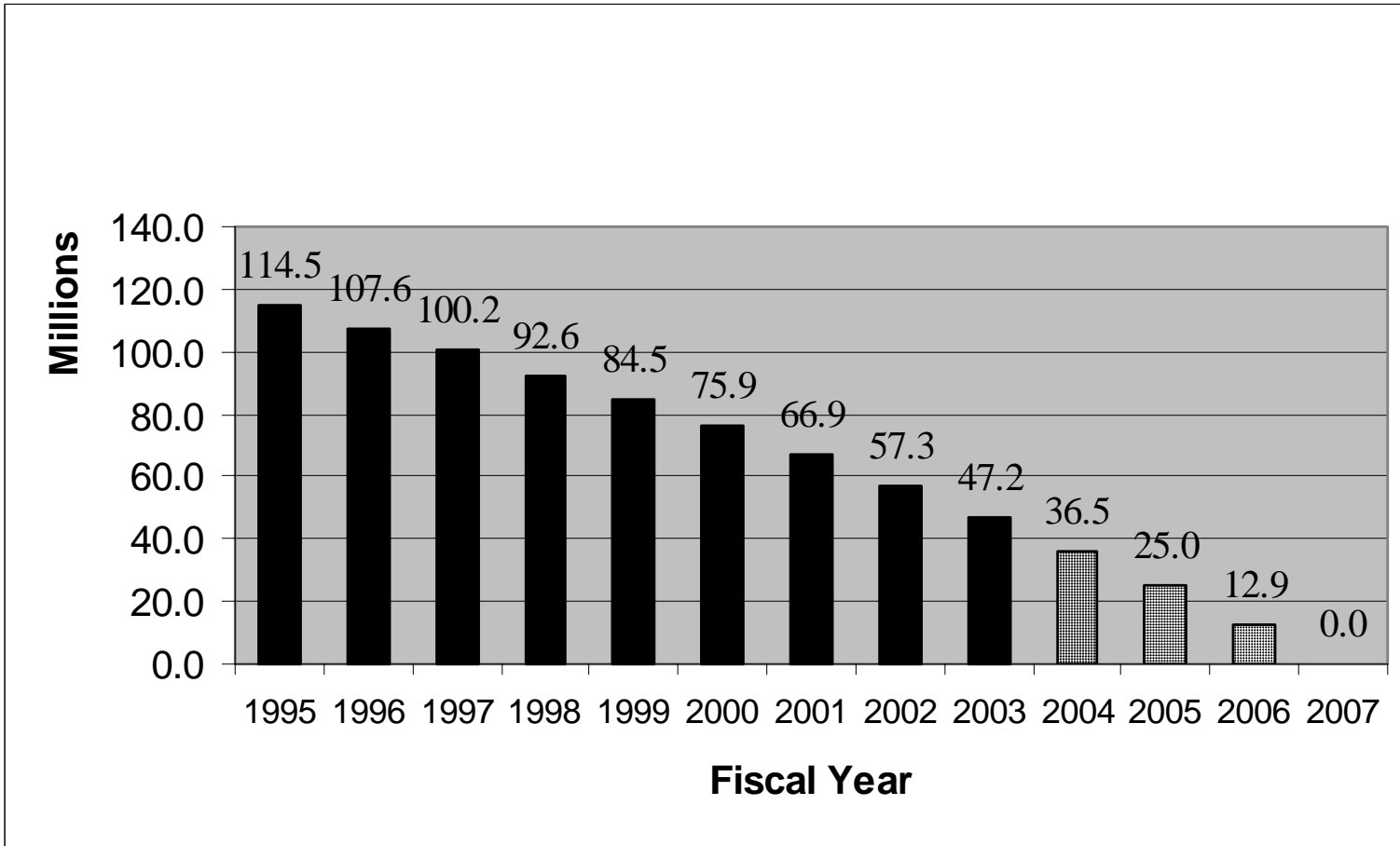
- Voice and telephone
- Video conferencing – distance learning
- Internet and other data services



Subsidization Appropriation Trends and USF Discounts



Balance of ICN's Long-term Debt

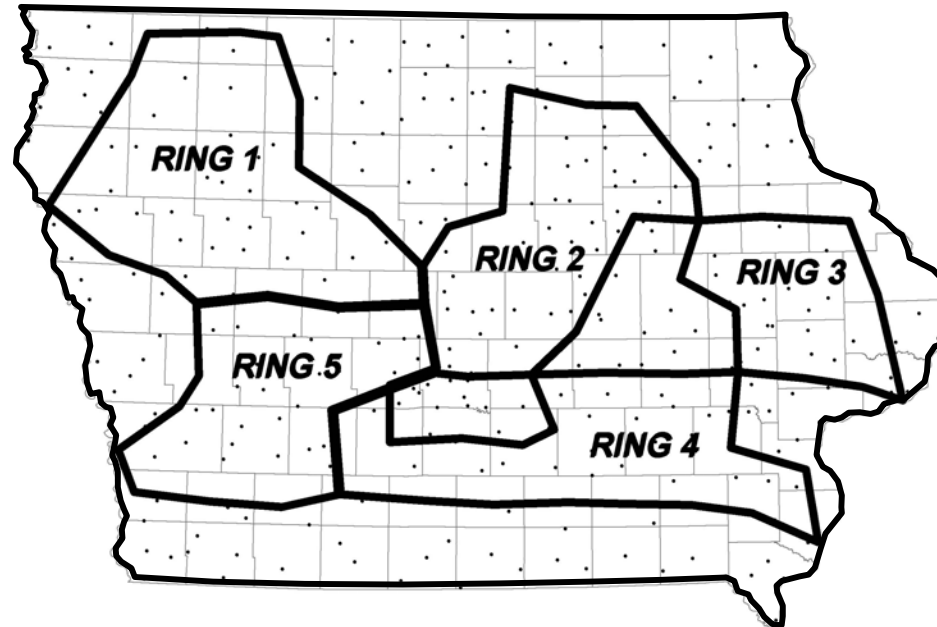


Part III Circuits

- \$2.727 Million – Infrastructure Fund
- 7-year leases
- HF 12 – SSB 1038
 - Projected annual savings FY 2005
\$186,102



Network Upgrade Status



FY '03

FY '04

Codec Installation

Rings 1 & 5

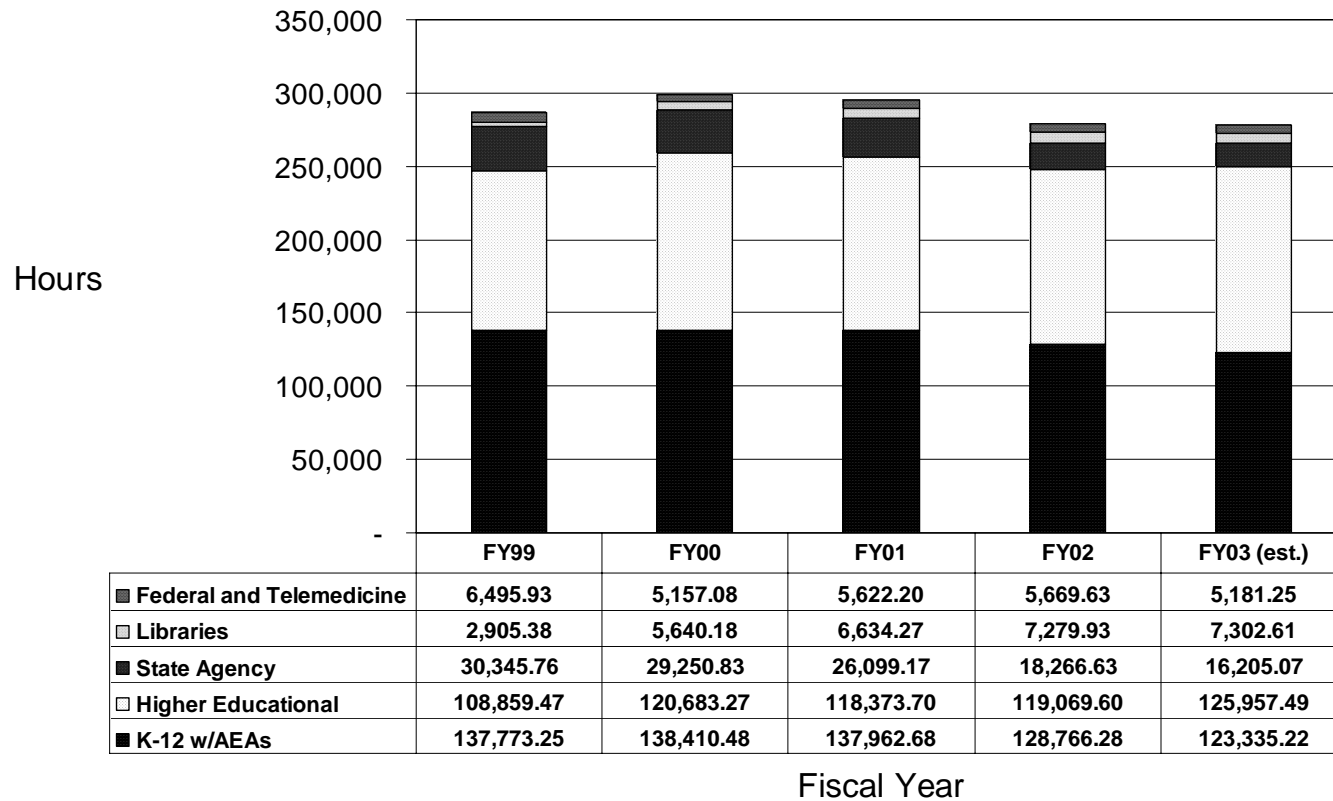
Ring 4

Ring 3

Ring 2



Video Usage - FY 02



ICN – Value added to Iowa

Annual Savings on Services ICN vs. private provider rates	\$34.6 Million
Cumulative external grants/federal investment/USF ICN related (FY 01)	\$120.8 Million
Annual savings realized by state agencies by using ICN (FY 01)	\$8.79 Million
Annual travel savings by higher education students (FY 01)	\$625,298
Cumulative appropriations to ICN Through FY 2002	\$320.7 Million



Services purchased from private sector FY 03

Telecom services	\$13,852,965
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Leased Part III circuits	<u>\$2,727,000</u>
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Total*	16,579,965
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Total ICN operations budget \$47.2 Million

(including debt service)



Customer Surveys

- Know what we are doing right
- Know what needs to be fixed
- Keeps us focused on the customer
- Began an ongoing process of measure beginning in 2000

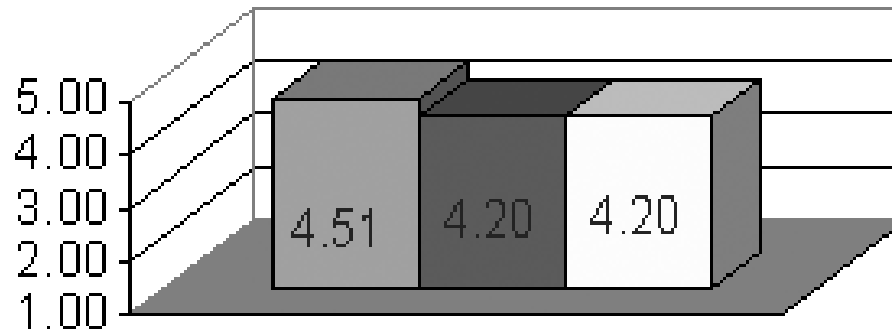


Overall CSS Rating

(Very Satisfied)

Grade A- (91%)

Customer Service and Support

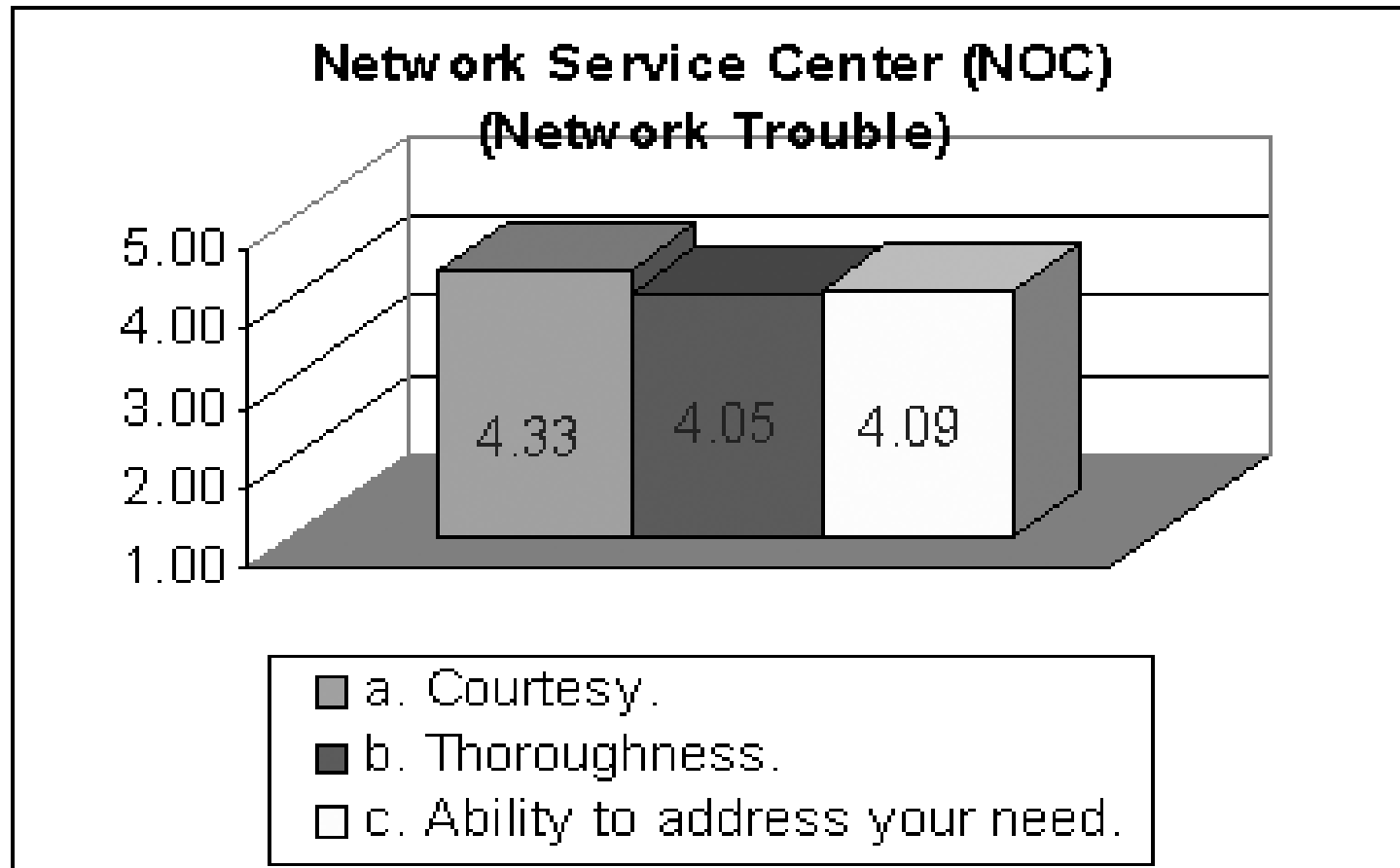


- a. Courtesy.
- b. Thoroughness.
- c. Ability to address your need.

Overall Network Operations Center

(Very Satisfied)

Grade B+ (89%)



Overall Billing Grading Recapitulation

Customers graded 5 billing areas.

Overall grade: **81% = Fairly Satisfied.**

- ___ A
- ☒ B-
- ___ C
- ___ D
- ___ F



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For more information about the ICN

Visit our web site

www.state.icn.state.ia.us

